Application Process Map for Eligibility to become authorised providers of Inspection, Maintenance and Repair Services for Franking Machines

Royal Mail

Application Process Map for Eligibility to become authorised providers of Inspection, Maintenance and Repair Services for Franking Machines

All the information below is published on www.royalmail.com/franking

1. Application form with pre-qualifying criteria & guidelines.
2. Contact email for application entry.

Instructions:

1. Download application form.
2. Complete Section A; if all OK, complete B-E. If A is not OK, do not proceed.
3. Sign and return a scanned copy of the application form by email to: franking.applications@royalmail.com

Start

Royal Mail will endeavour to complete the validation process within 28 working days of receipt of application form to include:

1. Companies House check to validate data.
2. Report from Experian to confirm Royal Mail 50+ score criteria, which is a prerequisite..
3. Application form criteria check of Sections A-E.

Criteria met, independent check

If all criteria are met, Royal Mail will cross-check that the process has been undertaken correctly.

Criteria met, cross-check completed

You will receive a letter/email to confirm that you have been provisionally authorised, with a request that you complete Section F of the application form for confirmation of technical ability. A signed, scanned copy needs to be returned by email to: franking.applications@royalmail.com

Issue final agreement

After receipt of technical ability Section F (within 4 weeks of completion and no longer than 3 months from receipt of the letter/email), Royal Mail will issue you with an agreement that will need to be signed and a scanned copy returned to: franking.applications@royalmail.com

You may have to reapply 3 months after your last attempt if:

1. The technical ability form is not received within 3 months of application process completion.
2. You were rejected and the rejection was upheld, and your circumstances for rejection have changed.

Royal Mail will update the website to reflect a newly approved authorised inspector/ maintainer as soon as possible after the approval has been completed.

Criteria NOT met, independent check

If all criteria are NOT met, Royal Mail will cross-check that the process has been undertaken correctly.

Day 29 (indicative)

Criteria NOT met, cross-check completed

You will receive a letter/email of rejection, explaining the reasons why and outlining your options. Please note: the appeal will not be conducted on the decision but made on the correct application of the process. However, if you have further information that could change the decision, please include this and we will take it into consideration.

Day 35 (indicative)

Appeal upheld
Process followed, new facts confirm suitability.

No appeal sought
No further information, process followed.

Rejection upheld by Royal Mail
No further information, process followed.

You will receive a rejection upheld letter/email confirming the process was duly followed. No change of outcome will be made and you will be informed of your right to reapply 3 months after the date of rejection, following any changes.

CMA annual report updated.